

Region 4 PBS Hiring Guide

Purpose/Goal of the Guide

The purpose of this Hiring Guide is to promote consistency, transparency, compliance, and adherence to R4's established and approved procedures for hiring qualified individuals that will contribute to the overall successful execution of GSA PBS R4 mission.

The Region 4 PBS Hiring Guide includes crucial steps in the hiring process that are inclusive of three cornerstones:

- The Criteria for Interview Panels
 - Roles and Responsibilities
- The Interview Process
- The Milestone Schedule

Criteria for Interview Panel (Roles and Responsibilities)

- Upon receipt of an approved recruitment action, an HR Staffing Specialist works with the hiring manager to discuss recruitment strategy, complete all necessary documentation to include job analysis, position description, and review of draft vacancy announcement.
- COS Program Analyst submits Personnel Action Request(PAR):
 - ✓ Mike Campbell is the POC for the following Divisions:
 - RC Staff (4P)
 - Deputy RC Staff (4P1)
 - Chief of Staff (4P2)
 - Competition Advocate(4P3)
 - Portfolio Management Division (4PR)
 - ✓ Keisha Cornwell is the POC for the following Divisions:
 - Leasing Division (4PL)
 - Project Delivery Division (4PP)
 - ✓ India Harris-Stewart is the SF-52 POC for the following Divisions:
 - Acquisition Management Division (4PQ)
 - Property Management Division (4PX)
 - ✓ DeJuan Luke is the POC for the following Divisions:
 - Architecture & Engineering Division (4PE)
 - Facilities Management Division (4PM)
 - Real Property Utilization & Disposal Division (4PZ)

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- While the vacancy announcement is published, the hiring manager will identify potential panelists
 - Positions at the GS-13 and above grade level require two interview panels. Panels members will represent diversity and include the *Hiring Manager, Division Director (or designee), one panelist from a different Division or region. The **first interview will focus on technical questions and the second interview will focus on fit questions.***
 - All positions at the GS-12 and below grade level will require one interview panel. Panel members will represent diversity and include the *Hiring Manager, Division Director (or designee), one panelist from a different Division or region. The interview will be a **combination of technical and fit questions.***
 - ***Per direction of RC, possibility of 3rd interview with RC, DRC and COS. Determined on a case by case basis.***
- ✓ The Hiring Manager should reach out to panelists as soon as possible to secure availability.
 - The Hiring Manager will identify the panel Chairperson and ensure roles and responsibilities are reviewed
- The designated COS Program Analyst will work with the hiring manager or designee on both panels with the following:
 - Create a Google Drive Folder
 1. Interview Tools (*Scoresheet, Criteria, suggested fit & technical interview questions*)
 - Setup of Google file to share referral which will include candidate resumes, applicant details and all interview panel documents.
 - Reserve conference room and/or conference call line. Send calendar invites out to the panelists. Send detailed email to the panelists two days prior reviewing all arrangements.
- Schedule interviews and send confirmation email to all candidates.
- ✓ Upon notification from the HR Specialist the referral is ready for evaluation, the hiring manager will review referral/certificates (via MONSTER) to determine candidates to be interviewed. The referral/certificates will be uploaded to the shared

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google file. If the applicant pool is large, a resume review may be conducted.

- Resume reviews can be completed by an independent Subject Matter Expert. This person will review the resumes and determine which applicants are best-qualified and should be interviewed.
- Upon completion of the resume review, document should be uploaded to the google file.
- Bargaining Unit positions: Per bargaining unit agreements, Article 14 Merit Staffing, Section 10, item B addresses interviews and reads: "If one candidate is interviewed, all candidates in that category must be interviewed unless the selecting official is the first or second level supervisor having first hand knowledge of the candidate's experience, knowledge, skills, and abilities relative to the position being filled"

The Interview Process

Parameters:

- ✓ Parameters for first interview panel
 - First interview focuses on technical qualifications
 - 5 –7 behavioral questions are recommended (approx. 45-minute interview)
 - Panels must represent the diversity of the Region 4 workforce.
 - Panelists may not be bargaining unit employees.
 - Only one panelist should come from each workgroup, including the hiring Division. The panelist from the hiring Division should serve as the Subject Matter Expert for the panel. Two panelists may come from different Divisions.
 - Panelists should not be in the supervisory line of the subject position.
- ✓ Parameters for second interview panel
 - Second interview focuses on soft/fit skills
 - 3-5 behavioral questions are recommended (approx. 30- minute interview)
 - Direct supervisor and Division Director (or designee) should

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participate on the selection panel.

- At least one additional panelist from an outside division should participate.
- Panelists may not be bargaining unit employees

Preparation:

- On the day the vacancy announcement closes, contact potential panelists to find out if they are willing to serve on the panel. If so, advise them to start identifying dates in the next 2-3 weeks for a potential panel. Then, identify a panel chairperson.
- Referral lists are usually forwarded 10-12 days after the closing of a vacancy announcement. Upon receipt of the referral list, contact panelists again to coordinate a date or date range for the panel and notify your COS Program Analyst on selected interview dates. Prior to sending out any interview-related materials, a confidentiality agreement must be signed by all panelists.
- Once first interview dates are identified and confirmed with all panelists, notify COS Program Analyst for scheduling. If applicable, identify second panel members and confirm date for second interviews, then notify your COS Program Analyst.

Implementation :

- Panel conducts first interview panel. Chairperson should complete the scoring complete scoring matrix and discuss panel recommendations recommendation for second interviews with Hiring Manager. Chairperson should complete the recommendation memo for the Division Director's review/approval. Upon the Division Director's approval, recommendation memo should be forwarded to COS and RC for further review. All documentation should be uploaded to the google file.

✓For positions at the GS-12 and below grade level: Hiring Manager completes selection memo and secure selecting official's (Division Director) approval. Selection memo should be forwarded to COS for review and COS will forward to RC for final approval. All documentation should be uploaded to the google file.
- Notify your COS Program Analyst who will be advancing to second interviews for scheduling.

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- Panel chairperson completes the second interview recommendation memo after consulting with Hiring Manager for Division Director's approval. Only the interview panel should determine who receives a second interview.

- Hiring Manager confirms the second interview dates and times with the Division with Division Director (*or designee*) and third panelist. Inform COS Program Analyst of confirmed dates to coordinate 2nd interview panel. COS Program Analyst will obtain references of the top candidates at that time. Reference checks are required for internal and external candidates.

- Hiring Manager, Division Director, and third panelist conduct second interviews and make a selection. Once selection is made, the Hiring Manager completes the selection completes selection memo and forward to COS for concurrence. COS will forward selection memo to RC for final approval.
 - ✓ COS Program Analyst will electronically submit selection to HR. This action finalizes the selection.

- Hiring Manager sends non-select notifications to all internal applicants.

- COS Program Analyst will archive interview files electronically and retain the hard copy files. Per OHRM guidelines, interview files should be maintained until such time that OHRM provides approval to destroy. Any files with pending investigations, litigation, etc. should be retained.

Milestone Schedule

	Action Trigger	Activities	Role	# of Days
1	During opening of Vacancy Announcement	Identify and secure potential panelist (Two for GS-13 and above)	Hiring Manager	15 Days
		Identify panel chairperson and share roles & responsibilities	Hiring Manager	
		Create Google Drive Folder and add Interview Tool	COS Program Analyst	
2	Receipt of Referral from HR Specialist	Review referral/certificates via MONSTER	Hiring Manager	15 Days
		Review Resume (if applicable)	Hiring Manager/SME	
		Upload referral/certificates to share Google Drive	COS Program Analyst	
3	Interview Candidates Selected	Confirm Logistics (Conference Room, Conference Call, Invite, etc.)	COS Program Analyst	
		Schedule Interviews	COS Program Analyst	
		Conduct Interviews	Panelist	

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		Conduct Reference Checks	Hiring Manager	
		Complete recommendation/selection memos to COS/RC for review/final approval {Make Tentative Selection(s)}	Hiring Manager	
		Submit Selection to HR	COS Program Analyst	

Please click on the below link for a comprehensive breakdown of PBS R4 80 Day Hiring Model Timeline
<https://docs.google.com/document/d/0B1WILNQdoJcXVI9leU5rd2d0NHM/edit>